

## Service Area VI Quality Improvement Committee Meeting – July 15, 2009

Type of Meeting	Service Area 6 Quality Improvement Committee		Date	July 15, 2009	
Place	Kedren Community Mental Health Center 4211 S. Avalon Blvd, Los Angeles 90011		Start Time	9:00 a.m.	
Chairperson	Kimberly Spears, Chairperson/ERICA Melbourne, PsyD, Co-Chair		End Time	11:00 a.m.	
Members Present	Kimberly Spears, DMH SA6 Adm; Julie Elder, SCHARP/Barbour & Floyd Medical Assn; Corp; Telana Courseault, Shields for Families; Mimi Nguyen, Asian Pacific Residential Treatment Program; Bobby Davis, Tessie Cleveland Community Services; Carmen Haley, Alafia; Jan Nolan, LAUSD; Rosary Woods, Kedren Community Mental Health Center; Vynette Moore, Shields for Families; Jaime Sheehan, Shields for Families; Lisa Harvey, Hollygrove/EMQ; Anthony Cooksie, DMH; Teri Bartlett, Contemporary Parenting Institute; Richard Hughes, Personal Involvement Center; A. Kausar, DMH; Elizabeth Echeverria, SCHARP; Elva Gutierrez, The Guidance Center; Joeline Friestad, Compton Family MH Services; Jessica Davis, Star View Community Services; Genevieve Morgan, L.A. Guild Guidance; Terry Robinson, Children's Institute; Dara Holz, 1736 FCC; Jillian Padilla, Compton Family Clinic; Carl Levinger, Specialized Foster Care, DMH; Carol Swann, DMH; Dr. Shonte-Howard; Cathi Collins, Counseling 4 Kids; Beverly Byrd, Augustus Hawkins				
Members Absent	Thang Nguyen, DMH;				
DMH Support					
Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date	
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.			Kimberly Spears, Chair	
Review of Minutes	Minutes of the June 17, 2009 meeting were not available.			SA 6 QIC Membership	
Remarks - Kimberly Spears, Chair, Service Area 6	Ms. Spears distributed and discussed the following documents:  1. <u>CCCP Form Update</u>  Ms. Spears reported that the CCCP Form has been revised and everyone should be using it. DMH has devised a training module of the CCCP which will guide you step by step. The training module should be up and running on the DMH website by August 2009.				

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	<p><b>2. Draft Paraprofessional Training PowerPoint (<u>Revision</u>)</b></p> <p>DMH is looking to train paraprofessionals to bill Medi-Cal. The Department is moving toward using training modules to assist in this process. There will be 3 ½ day trainings for paraprofessionals and supervisors. Such topics as clinical records, CCCP, Progress notes and claims will be addressed. There is a PowerPoint presentation on the clinical record.</p> <p>Paraprofessionals for directly operated programs could be a peer advocate or community worker. Sample progress notes will be given to paraprofessionals.</p> <p>A paraprofessional could be anyone who does not meet Rehab requirements. Ms. Spears will bring more up to date information on this subject back to the QIC.</p> <p>3. The DMH Program Support Bureau Website is <a href="http://psbqi.dmh.lacounty.gov">http://psbqi.dmh.lacounty.gov</a> and can be accessed for additional information.</p> <p><u>4. Frequently asked Quality Assurance &amp; Quality Improvement Questions – Service Area Question(s)</u></p> <p>Ms. Spears distributed a list of 15 frequently asked questions for the membership to consider.</p>		<p><b>SA 6 QIC Membership</b></p>

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	<p>The QIC membership is supposed to be experts on QI/QA. That is why the manuals are so important; as we must be sure we have the correct procedure codes, Medi-Cal information, and be sure that each person is working within their scope of practice. The community frequently calls DMH to report actions of staff. Also, we must be sure to be culturally sensitive.</p> <p>Ms. Spears stated she would continue to work on this list and bring the answers back to the next QIC meeting.</p>		
QA/QI Updates – Kimberly Spears	<p>(a) The only EPSDT audits are scheduled for July 13 and July 20, 2009.</p> <p>(b) Los Angeles County Work Plan 2009-2010</p> <p>This document should in the QA/QI Binders</p> <p>(c) LA County Department of Auditor-Controller, Countywide Contract Monitoring Division, DMH Contract Compliance Review, Fiscal Year 2009-2010, "Quality Improvement"</p> <p>This 8-question document should also be in the QA/QI Binders.</p>		

**Service Area VI Quality Improvement Committee Meeting - 4**  
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	<p><b>(d) State Performance Outcomes – Summary Report Survey Period 11-3-2009 to 11-17-2009</b></p> <p><b>Several reasons why this Survey was challenging:</b></p> <ul style="list-style-type: none"> <li>• Preliminary training and distribution was late and cut into the Survey time;</li> <li>• Staff turn-over (Ted Wilson moved to Patients' Rights Department and Rashied Jibri replaced Ted Wilson);</li> <li>• Challenging for family members or caregivers to complete the survey;</li> <li>• Survey is not on the State website.</li> </ul> <p><b>(e) Culturally Competent QIC (CCQIC)</b></p> <p>Ms. Spears attended the Department CCQIC meeting. DMH is working on a stipend program with tuition reimbursement to attract people of various cultures as an incentive to enter the DMH and stay for a specified period of time.</p>		

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	<p><b>(f) Change of Provider Requests</b></p> <p>Each agency is to submit these requests to <a href="mailto:patientsrightsoffice@dmh.lacounty.go">patientsrightsoffice@dmh.lacounty.go</a> v.</p> <p>(g) If an agency has FSP Services, Countywide Administration is in the process of doing test calls. It is more of a technical and support site visit.</p> <p>"No shows" must be documented even though it is not a billable service. Field based services need to document "no shows" and show what steps were taken to track them.</p>		
QA/QI Binders – Kimberly Spears	Ms. Spears again reminded the membership that the Binders need to be submitted as soon as possible.		
Announcements	The next culturally competent conference is the Asian American Conference October 16, 2009. Ms. Spears will bring brochures to the next QIC meeting.		

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Meeting Adjournment	The meeting adjourned at 10:00 a.m.		Minutes recorded by Ruthie Random

Respectfully submitted,

  
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Kimberly Speaks, Chair

  
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& Erica Melbourne, Co-Chair